

SPROUT FOOD GROUP



Food Safety Manual



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Introduction

Sprout Food Group's mission is to deliver amazing service and fresh, seasonal healthy food. Good food safety and hygiene practices are integral to being able to fulfill this mission. We are responsible for ensuring Sprout Food Group customers have an enjoyable and safe experience every time they attend our venue.

Why is food safety important?

According to the Food Safety Information Council, there are approximately 5.4 million cases of food poisoning in Australia each year. These cases result in 1.2 million doctor visits and 120 deaths.

To prevent Sprout Food Group customers adding to these statistics, we need to be aware of:

- Personal hygiene
- Cleaning and sanitising
- Food storage and cross contamination

Sprout Food Group Commitment to Food Safety

Part of a quality and positive food experience includes the preparation, storage and use of safe food products.

Sprout Food Group understands its legal duty to comply with the National Food Safety Standards and all related legislation. Sprout Food Group expects all suppliers to also have this philosophy.

Sprout Food Group staff members are expected to abide by this manual and all other procedures and codes of practice set down by Sprout Food Group management. Sprout Food Group expects that they will make every effort to maintain all written procedures.

Signed _____ (Themis Chryssidis, Director)

Signed _____ (Callum Hann, Director)

Date _____



Responsibilities and Duties

Directors

Directors will:

- be responsible for implementation, control, monitoring and review of this manual
- ensure that all staff are trained in food handling techniques and the requirements of food safety
- be qualified to implement and review the Food Safety Manual regulations and practices
- ensure that all records and systems in relation to food safety are maintained and appropriately recorded

Managers

Managers will:

- be responsible for the day-to-day implementation and control of food safety
- ensure that all records and systems in relation to food safety are maintained
- ensure that all staff will follow personal hygiene rules
- ensure that all work areas are kept clean and free from pests
- ensure that all staff are trained in the food handling techniques and the requirements of the food safety manual
- be qualified to implement and review the food handling techniques and the requirements of the food safety manual

All Staff

All staff will:

- be responsible for food safety in the kitchen, preparation, and storage areas
- be qualified to implement the food handling techniques and the requirements of the food safety manual
- complete all records and systems in relation to food safety in the kitchen, preparation, receiving and storage areas as directed
- abide by all personal hygiene rules
- report incidents that impact the quality of food, to the manager (e.g., sightings of pests, malfunctioning or defective appliances, etc.)
- keep all work areas clean and free from pests
- be trained in food handling techniques and the requirements of the food safety manual
- report to the manager if they are suffering from any communicable disease



Other staff

Other staff and contractors will:

- be responsible for food safety during service
- abide by the Food Safety Manual regulations and practices
- abide by all personal hygiene rules
- keep work areas and equipment clean
- report incidents that impact on the quality of food, to the manager (e.g., sightings of pests, malfunctioning or defective appliances, etc.)
- report to their supervisor if they are suffering from any communicable disease

Business Details

Trading names	eleven Adl, Lou’s Place and Sprout Cooking School.
Head Office address	89 Sir Donald Bradman Drive, Hilton, SA 5033
Postal address (if different)	as above
Phone	(08) 8443 4343
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Email	hello@elevenadl.com.au; hello@lousplacebarossavalley.com.au; healthstudio@sprout.edu.au
Position and person responsible for the food safety program	<ul style="list-style-type: none"> • Callum Hann, • Food Safety Supervisor

SPROUT FOOD GROUP



Food Service Responsibilities

Directors/Managers	Manage Sprout Food Group food operations and food safety program. Develop and maintain employees' food safety skills and knowledge
Managers & Staff	Clean and sanitise food areas, using common sense and in accordance with this manual
Staff	Assist with the purchase, preparation, and service of food, following good food handling and hygiene practices in accordance with this manual



Personal Hygiene

Personal hygiene is essential in providing our customers safe food. These principles apply during work, but also before you arrive.

Please ensure you:

- Have clean clothes and apron
- Have clean, tied-back hair
- Have clean, cut and unpainted fingernails
- Don't wearing jewelry in any situation where you'll be handing food
- Don't come to work if you are feeling unwell or have symptoms such as fever, diarrhoea or vomiting
- Don't smoke in any food preparation area.

Hand washing is an important part of personal hygiene. Please ensure you:

- Wash your hands in the designated hand washing sink which has hot water, hand soap and paper towel
- Run hands under hot water and then apply hand soap
- Rub hands together vigorously, and ensure you scrub between your fingers, under your fingernails, backs of hands and forearms
- Rinse your hands under running water and then dry with clean paper towel.

It is important to understand when your hands become contaminated and wash them before you do any further food preparation or serving. It is mandatory to wash your hands:

- When you first arrive on shift at any Sprout Food Group site/venue
- Prior to handling food or utensils
- Before and after touching raw food such as meat, eggs, and poultry
- Before putting on gloves and between glove changes
- After using the bathroom
- After touching your face, body, or clothes
- After blowing your nose, coughing into your hand or any other personal hygiene practices
- After handling dirty equipment or other items in the kitchen
- After eating or returning from the break during your shift
- After taking out the bins
- After dusting, sweeping, or mopping
- After handling chemical products or chemicals



Cleaning and Sanitising

Cleaning a surface removes visible food, grease, and other contamination. Sanitizing kills the potentially harmful bacteria that you cannot see. As such, it is important that all surfaces in the kitchen are both cleaned and sanitized before and after food preparation.

From time to time, we will need to reorder items such as paper towel, chux cloths, sponges, and cleaning products. Please advise a manager if there is an item that needs to be restocked.

The detergent, sanitizer and any other cleaning products or chemicals should be stored well away from food and must be labeled if not in its original container. Cleaning products should never be mixed with other cleaning products.

Bins are to be emptied after every event to minimise the attraction of pests or vermin. Pesticides are prohibited in the Sprout Food Group kitchen unless used by a licensed pest controller.

Cleaning Surfaces

Detergent should be thoroughly mixed with hot water and then applied to surfaces or dishes with a cloth or sponge.

Standard cleaning procedure for all kitchen surfaces:

1. Benches and other surfaces should be cleaned after every use
2. Remove all goods from surface
3. Clean surface with hot soapy water
4. Rinse surface with hot water to remove suds and residue
5. Sanitise and allow to air dry

Dishes

Standard procedure for cleaning dishes:

1. Scrape excess food from dishes into the bin
2. Spray dishes if necessary, then wash in hot soapy water before loading into the dishwasher
3. Dry dishes with a clean tea towel and put away in the designated area



Floors

We use a high-alkaline floor cleaner with ammonia to help kill germs. It can be diluted in the mop bucket with a ratio of ½ cup floor cleaner to 10L warm water for regular cleaning, or 1 cup (250ml) for heavily soiled floors. It can also be used in small amounts as a neat product onto fat splatters, before washing over as normal.

Standard procedure for cleaning floors:

1. Floors should be cleaned after every event
2. Sweep or vacuum floors to remove all visible dirt, food, and debris
3. Add ½ cup (125ml) floor cleaner for regular cleaning, or 1 cup (250ml) for heavily soiled floors, to the mop bucket
4. Fill mop bucket with hot water
5. Mop the floor, ensuring you cover the whole area including underneath benches
6. After tipping out mopping water, store mop bucket upside down and mop with the handle facing downwards to allow them to dry effectively

Windows

We use a spray-on window cleaner which is designed to lift dust, oil and grease from glass and mirrors onto a cleaning cloth, then evaporates to leave the surface completely clean and streak-free. This product is used neat; it doesn't need to be diluted at all.

Standard procedure for cleaning windows:

1. Spray product lightly and evenly onto window, glass, or mirror surface
2. Rub the surface with a clean, lint free cloth
3. Allow the product to air dry until it has evaporated completely

Sanitising

Sanitising should occur both before and after food is prepared on a surface. The type of sanitiser we use at Sprout Food Group is a spray bottle that is diluted with a ratio of 1:50, i.e., 15ml sanitiser in 750ml water. If the product is to be used as a spray-and-wipe rather than being allowed to air dry, this ratio should change to 1:20, i.e. 40ml sanitizer in 750ml water.

Sponges and cloths are an important part of the cleaning process. However, as bacteria thrive in moist environments, these should be changed frequently.



Standard procedure for sanitising:

1. Only sanitise surfaces that have already been cleaned with hot, soapy water
2. Lightly and evenly spray sanitiser onto the surface
3. Allow product to air dry
4. If you are using the surface again straight away, you can wipe off the sanitiser with clean paper towel after a minimum of three minutes contact time

Safety when using cleaning products and chemicals

Most cleaning products or chemicals should not come in direct contact with your skin or eyes, particularly when in concentrated form.

In the case of skin contact, wash area with plenty of water. In the case a product enters your or someone else's eyes, hold eyes open and flood with clean water and seek medical advice.

If any cleaning product or chemical is accidentally consumed, DO NOT induce vomiting. Give water to drink, tell another staff member immediately and contact the Poisons Information Centre on 13 11 26 as soon as possible.



Food Storage and Cross Contamination

Food entering Sprout Food Group

All food which enters a Sprout Food Group site must be free from spoilage.

Hazardous food such as meat, eggs, poultry, seafood, and cooked food should not be accepted if it arrives at an unsafe temperature of 5°C or higher. Packaged foods should be rejected or discarded if they arrive damaged or open. Canned or bottled ingredients should have the seal intact and not be damaged in any way.

To prevent food wastage, we must ensure stock rotation. That is, food purchased first or with the shorter use-by date should be used first. Hence, it is vital ALL ingredients are labeled appropriately and clearly, using an easy-to-read black marker such as a Sharpie. Fresh or refrigerated food should have a use-by date or be labeled with a discard date at the time of opening or preparation. The discard date should be no longer than 7 days (or less, depending on the food).

Cross Contamination

When raw or contaminated food (or surfaces such as bench tops, chopping boards, equipment etc.) come into contact with other foods, harmful germs or bacteria can be transferred. This cross contamination can be particularly dangerous as once it has occurred it can be difficult to detect, so we need to be pro-active to avoid it happening in the first instance.

Common situations where cross contamination can occur include:

- When raw or contaminated foods touch food that is ready to be consumed.
- When hands (or gloves) touch raw or contaminated food and then touch food which is ready to be consumed.
- When food which is ready to be consumed is placed onto a surface or which hasn't been properly cleaned and sanitized.
- When dirty cloths, tea towels or sponges are used on clean surfaces that are about to come into contact with ready-to-consume food.
- When food is stored incorrectly in fridges.

How do we prevent cross contamination from occurring?

- Abide by the personal hygiene systems in this food safety manual.



- Abide by the cleaning and sanitising procedures in this manual.
- Always store raw meat, poultry, eggs and fish on the lowest shelves in the refrigerator. These products should be covered, dated, and labeled. Containers with suitable lids are the best option.
- Keep cooked from separate from raw food.
- Never place or store food on the ground.
- Never place bins or other contaminated items on top of a food preparation surface.

Food temperature and 'The Danger Zone'

Harmful bacteria grow and multiply quickly between 5C and 65C. Below 5C the bacteria growth rate is considerably slowed and above 65C most food poisoning bacteria are killed.

Food which is considered to be potentially hazardous should be stored below 5C or held hot above 65C. See below for a list of potentially hazardous foods. The time a potentially hazardous food can be safely kept in the Danger Zone is governed by the *2 hour/4hour* rule, explained below.

Foods which are refrigerated when purchased or ordered by a Sprout Food Group site should be refrigerated immediately at 4C or below. Foods which are purchased or ordered at an ambient temperature should be refrigerated after opening on a case-by-case basis. Generally, 'wet' ingredients such as chicken stock or long-life milk should be refrigerated after opening, whereas 'dry' ingredients such as flour or sugar may be stored at an ambient temperature.

Potentially hazardous foods include but are not limited to:

- Raw and cooked meats, or food containing raw or cooked meat (e.g. curry)
- Dairy products or food containing dairy products (e.g. custard)
- Seafood and food containing seafood (e.g. fish stew)
- Processed fruit and vegetables
- Cooked rice and pasta
- Eggs or food containing eggs
- Foods that contain any of the above (e.g. a sandwich)

Shelf-stable foods include but are not limited to:

- Whole fruit and vegetables
- Canned food (until it has been opened)
- Dried food
- Pickled or preserved foods



Regarding refrigeration:

- Never keep leftover foods for more than 3 days.
- If a fridge malfunctions, take the temperature of the food inside with a thermometer. If the food is above 5C discard it. If the food in the freezer has thawed, do not re freeze, and discard if the temperature is above 5C.
- Use a thermometer to check the temperature of the fridges before the start of every class or event.
- Thermometers should be cleaned and sanitised between uses to avoid cross contamination.

The 2 hour/4 hour rule

Potentially hazardous food can be held out of temperature for short periods of time without a significant risk of food poisoning. The 2 hour/4 hour rule governs the time these foods can be safely kept in the Danger Zone. 'Use immediately' in the table below means the food must be consumed, cooked, or otherwise processed in such a way to eliminate bacteria. If a perishable ingredient or cooked food has been at room temperature for more than 4 hours, discard it. The times in the below table are cumulative; so include travel time, time before cooking, preparation time, time after cooking etc.

0 – 2 Hours	2 – 4 Hours	More than 4 hours
3 options: <ul style="list-style-type: none"> • Use immediately • Refrigerate below 5C • Reheat to above 65C 	Use immediately	Throw away

Reheating Foods

If food cooked, cooled, and reheated with the intention of holding it hot, it must be heated rapidly and to at least 75C in the coolest part of the food initially. A bain-marie will not heat food sufficiently quickly; a microwave, saucepan or oven should be used. Food should only be reheated once.



Cooling Foods

Food not cooled quickly enough can potentially stay in the Danger Zone for too long. Most fridges are not capable of cooling steaming hot foods quickly enough if in large quantities.

Therefore, one or more of the following methods should be applied depending on the food to be cooled:

- Separate food into smaller or shallower portions in containers
- Submerge the container with the food in an ice water bath and stir to cool rapidly.
- Add ice to the food
- Leave the food uncovered initially – but beware of cross contamination. Read more about cross contamination above.

Thawing foods

Food must never be left to thaw at room temperature; it must be done in the refrigerator to ensure the food doesn't enter and spend excessive time in the Danger Zone. Thaw the food in the bottom shelf of the refrigerator to avoid any potential cross contamination. Food can also be thawed in a saucepan, microwave or in cold water if it is part of the cooking process.



Food Safety Manual Amendment Register

This register is used to note any amendments, updates or improvements made to the Food Safety Manual. The Manager has responsibility for maintaining this register and communicating these changes to staff.

<i>Amendments Register</i>					
No.	Date	Subject	Page No.	Approval	Comments
1.0	28.11.20	New document	All	Charlotte Stone	Created based off Sprout manual